



## APPEAL OF WATER CONSUMPTION PENALTY

During this time of state-wide drought conditions, the City of Brentwood has implemented a Water Conservation Program (Ordinance No. 950), including water usage restrictions to comply with state mandates. Water customers are in compliance with the Water Conservation Program by either:

- Reducing monthly water use by 35% (residential and commercial); 40% (irrigation only), as compared to 2013 usage;  
**OR**

- Maintaining usage within the following City-wide averages:

	<u>May-Oct</u>	<u>Nov-April</u>
Residential customers	11,000 gallons	5,000 gallons
Commercial customers	32,000 gallons	24,000 gallons
Irrigation Only	No City-wide average	

- Customers that do not meet the conservation requirements may be assessed the following penalties:

<u>% Water Reduction (residential &amp; commercial)</u>	<u>Penalty</u>	<u>% Water Reduction (irrigation only)</u>
35%	None	40%
21%-34%	\$100	21%-39%
0% - 20%	\$200	0%-20%
Increased Water Use	\$300	Increased water Use

If your account has not achieved the required reduction in water use and you believe there are reasons for this about which the City should be aware, you may submit an appeal to have the penalty waived. Please complete and submit this form if you are seeking to appeal a penalty. Appeals must be submitted within 15 days of receipt of your utility bill.

Consideration will be given to:

1. Reductions that would cause conditions posing a threat to health, sanitation, fire protection or public safety;
2. Reductions that would cause unfair economic hardship including, but not limited to, loss of employment, loss of production or loss of jobs;
3. Medical requirements of a utility customer;
4. Permanent change to residential household size.

Applicant Name

Utility Account #

Billing Date of Appeal

Service Address

Preferred contact method (phone, e-mail, mail, etc.)

Reason for appeal request, please be specific:

*I certify that the information provided to this appeal is true and correct.*

Applicant's Signature

- When complete, submit appeal via e-mail to [waterappeal@brentwoodca.gov](mailto:waterappeal@brentwoodca.gov), or mail to: City of Brentwood Public Works Attn: Water Penalty Appeal, 150 City Park Way, Brentwood, CA 94513.
- Appeals will be reviewed within 30 days of receipt of appeal.
- Please continue to pay your utility bill prior to the due date while the appeal is under review; however, you need not pay the water consumption penalty until the City has considered your appeal. Late penalties will not be assessed on the water consumption penalty during the appeal process, Other current charges must be paid in full by the due date indicated on your utility bill to avoid late penalties.
- Unless a permanent penalty waiver is granted to your account, a separate appeal shall be submitted for *EACH* billing period that a water consumption penalty is assessed.
- Additional questions may be directed to the Water Conservation Hotline at (925) 516-5373.

TO BE COMPLETED BY CITY OF BRENTWOOD	
Date Received:	Approved/Denied – Amount:
Permanent Waiver Y/N:	Date Applicant Notified:
Entered into Log:	Account Adjustment Completed: